

Facts about



N O R F O L K D E P A R T M E N T O F H U M A N S E R V I C E S

Lifeline was initiated by the City of Norfolk in 1999 to help Norfolk citizens avoid disruption in water service. Lifeline offers financial assistance to low-income senior citizens, families and individuals to provide relief from the Hampton Roads utility bill. In 2009, Norfolk City Council approved funding to assist with the increase in the refuse disposal (SPSA) fee. Qualified residents may apply for both forms of assistance with one application.

Generally, to be eligible for Lifeline you must have:

- ◆ Water and refuse disposal services in Norfolk
- ◆ a monthly household income less than 200% of federal poverty level (see chart below for exact amounts), and
- ◆ liquid resources less than \$2,000.00 (i.e., bank accounts, certificates of deposit, credit unions, or retirement ac-

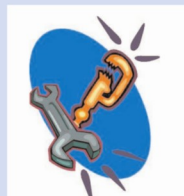
Eligibility is established using the **total monthly gross income** for your household.

Family Size	Annual Income	Monthly Income
1	\$ 21,660	\$ 1,805
2	\$ 29,148	\$ 2,429
3	\$ 36,224	\$ 3,052
4	\$ 44,100	\$ 3,675
5	\$ 51,588	\$ 4,299
6	\$ 59,064	\$ 4,922
7	\$ 66,540	\$ 5,545
8	\$ 74,028	\$ 6,169

If you are eligible you may receive:



Water Bill Assistance - maximum annual assistance of \$270.00 in the form of a non-refundable payment to Hampton Roads Utility Billing



Plumbing Repairs Assistance - maximum annual assistance of \$500.00 to licensed plumbers on behalf of owner occupants for plumbing repairs

Refuse Disposal Assistance



SPSA Lifeline - Maximum annual assistance of \$120.00 in the form of a non-refundable payment to Hampton Roads Utility Billing Service (HRUBS) on your behalf

To apply:

Applications are available at any Department of Human Services location, the Department of Utilities and online at

www.norfolk.gov/humanservices

For more information or to request an application by mail, call

(757) 664-6035

A full disclosure of your information and attaching the verifications will speed up the process.

If you are receiving Social Security benefits or Public Assistance (i.e., Food Stamps, Medicaid or TANF) we may be able to obtain some of the needed verifications.



This information is given as a guideline only. In order to determine eligibility for the Lifeline Program, you must complete an application and file it with the Norfolk Department of Human Services.

This process can be completed through the mail. The number to call for information is **664-6035** or **664-6311**.